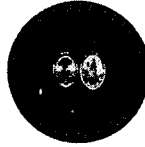


230123

Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210



Phone: 803-896-5100

Fax: 803-896-5199

www.psc.sc.gov

Email form to: contact@psc.sc.gov

* Required Fields

Letter of Protest

Print

Email

Date: * May 20, 2011

in Docket * 2011 - 47 - WS

Protestant Information:

Name *

Scott GANUCHEAU

Mailing Address *

109 Leskin LN.

City, State Zip *

Lexington, SC 29073

Phone *

803-520-6670

E-mail

scott.ganucheau@gmail.com

1. What is your connection or interest in this case? * For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

I am a water and sewer customer of Carolina Water Service, Incorporated in the Maple Grove subdivision in Lexington, SC. I am considered part of the "I-20" water system, am a "Water Distribution Only" customer, and a standard sewer customer.

2. Please give a concise statement of your protest. * (This section must be completed. Attach additional information if necessary.)

We have very expensive water, which is crazy that people only blocks away have cheaper water from Cayce or West Columbia. Our bills are sent inconsistently and there are many errors associated with the bills. My bill fluctuates erratically with my routines not changing from month to month. (Back)→

3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? *
(This section should be completed.)

I would be willing to appear at the hearing, depending on the availability of my schedule. If possible, I would gladly appear.

CWS does not provide fire hydrants in our community, and will not allow us access to water in case of fire. How can that be legal? For as much as we pay for water, we should have access to this safety measure. The most infuriating story that I can recall with CWS was the time that they shut off my service and I was without water for days, yet they made no attempt to contact me before turning the service off. and there was not a current bill that was mailed to me. How can I pay a bill that has not reached me?

How can I correct the problem, If no one contacts me to pay the bill before terminating service? Sounds unfair to me.

I imagine coming home after a 14 hour day and you can't shower or brush your teeth or even use the bathroom more than once!

When I talked to a customer service rep, they just said "Oh well, you should have gotten a notification". I agree, but that didn't happen. CWS is not a responsible company and we shouldn't have to pay more to get basic service.